



REALISING POTENTIAL

Protecting your privacy

Protecting your privacy is extremely important to us. The following information will help you understand the purposes for which Pioneer Foods collect, store and use your information. We will keep your information confidential and will only share it if we are legally required to do so, if we must do so in order to fulfil our agreement with you or if you have given your consent.

We realise that reading contracts is not anybody's favourite pastime, we have given you an easy to read paragraph on the left. However, all of it is binding. If you have any questions, please contact us at info@pioneerfoods.co.za.

The last time these terms were changed? [May 2017]

WHAT THIS NOTICE IS ABOUT

We want you to understand who we are, what kind of personal information (PI) we collect, and what we do with it.

This notice forms part of our agreement with you.

The notice may change from time to time.

When you use our website we obtain information about you. We want you to understand who you are sharing your information with, what kind of information we are collecting and how we use the information.

This privacy notice forms part of our agreement with you. You should read it along with the website terms.

From time to time we may have to amend this notice to accommodate changes in our services, or if legal requirements change.



WHO ARE YOU SHARING YOUR INFORMATION WITH?

You are sharing your information with Pioneer Foods (Pty) Ltd.

Sometimes we may need to share your personal information in order to provide our products or services to you or if we are legally required to.

You are sharing your information with Pioneer Foods (Pty) Ltd, registration number 1957/000634/07 as well as all subsidiaries and divisions of Pioneer Foods. We will refer to ourselves as 'Pioneer Foods', 'us' or 'we'. When we refer to ourselves we include our shareholders, directors, employees, suppliers, internet service providers, partners, affiliates and agents.

We make use of suppliers or service providers we trust to assist us with our website. They have agreed to keep your personal information secure, confidential and to only use it for the purposes for which we sent it to them.

Sometimes we will be required by law to share your information. For instance, if we receive a valid warrant.

WHAT INFORMATION WE COLLECT AND WHY

The kind of information we collect.

This is what we use your information for.

Depending on what you are doing on the website, we collect the following information:

Name and surname,
contact details,
non-personal browsing habits and click patterns (see our cookie policy),
e-mail address,
IP address,
the content of any communications which you may send to us via the website.

We use your personal information to:

Respond to any messages, requests or complaints which you send to us,
send you information (if you requested it).



We may market to you, if you have given us your consent.

We collect information while you use our website.

We use cookies to optimise your website experience, but you can opt out.

We have a monthly newsletter which is delivered via e-mail. You will be asked whether you want to receive it and you will be able to unsubscribe at any time by contacting us or clicking on the unsubscribe link at the bottom of the newsletter.

When you visit www.pioneerfoods.co.za as well as all subsidiaries and divisions of Pioneer Foods we collect standard information about your internet connection and website use. We use this information to help us improve our website and online services.

The type of information we collect includes the URL you came from, IP address, domain type, browser type, the country and telephone code where your device is located, the web pages viewed during your visit, the advertisements you clicked on, and any search terms you entered on our website (user information).

A cookie is a small piece of information stored by your browser on your device. It may contain some personal details, and date and time information in an encrypted format, which can be recalled when you return to the website. This speeds up our identification, ordering and delivery processes.

We use cookies to identify the device you use to connect to our website. We use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience. We use the anonymous DoubleClick cookie and Google Analytics cookie to optimise your web experience and deliver relevant advertising on the Google Display Network based on the activity of visitors to our website.

You can opt out of Google Analytics for Display Advertisers and out of customized Google Display Network advertising by visiting Google's Ad Preferences Manager.



YOUR RIGHTS AND PREFERENCES

You have the right to know what PI we have about you, to correct it and to opt out of any marketing.

You have the right to:
ask what PI we hold about you;
ask what information was sent to our suppliers, service providers or any other third party;
ask us to update, correct or delete any out-of-date or incorrect PI we hold about you;
unsubscribe from any direct marketing communications we may send you;
object to the processing of our personal information.

It can take us up to 21 days to respond to your request. You can request access to the information we hold about you or correct your PI by contacting info@pioneerfoods.co.za.

In certain cases we may require proof of your identity. This is to ensure that we do not give your personal information to someone else. Changes to some of your information may be subject to additional requirements such as valid proof of residence.

SECURITY

We take your privacy and the security of your PI seriously.

But no system is perfect.

Be careful when you e-mail personal information.

We have implemented reasonable security safeguards to protect the PI that you provide. For example we regularly monitor our systems for possible vulnerabilities and attacks.

No system is perfect and we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential PI by means of email.



We will inform you if your privacy is ever compromised.

CHANGES

This privacy notice will have to change from time to time. Please check it regularly.

Instead contact 0800 22 1102 or send a message via our website.

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. We will let you know of any breaches which affect your personal information.

From time to time, we will have to make changes to these terms. The 'new' terms will be in force from the date published at the top of this page.

If you continue to use our website after the terms changed, it means that you accept the changes.

You will not be notified of the changes. We encourage you to check the terms regularly.